

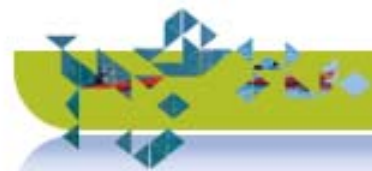
TATA COMMUNICATIONS
TRANSFORMATION SERVICES

**Global Network Management Center
Transition - The Teleglobe Experience**



Agenda

- Background
- Transition Coverage
- Challenges
- Approach
- Implementation
- Benefits
- Conclusion



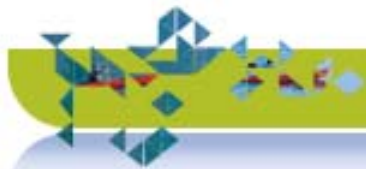
Background

- In 2006 Tata Communications acquired Teleglobe
- To gain cost and operational efficiencies Tata Communications identified processes to be offshored to India

Tata Communications core competencies to be leveraged in this project covered:-

- Global Customer Service Center (GCSC)
- Global Network Management Center (GNMC)
- IP Network Operations Center (IPNOC)
- Voice Fault Management Center
- Global Provisioning Center

Tata Communications Transformation Services led the migration, operationalization and management of these processes from its Global Delivery Centre (GDC) in Pune, India



Transition Coverage

The GNMC at Montreal, Canada was responsible for

- Clearing reactive trouble tickets
- Clearing proactive observation tickets for switched traffic and enhanced services

The above would be migrated to the Transport Fault NOC at Pune GDC

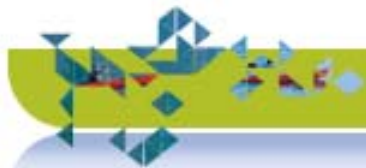
The areas prioritized for transition were

Service categories

- Data (Enterprise customers)
- SS7 (Signaling Links)
- TDM (Switch Traffic)

Complaint categories

1. **Reactive:** Booking of tickets for customer raised issues
2. **Proactive:** System generated alarm or trouble tickets for any issues with services



Transition Coverage

Using the tools, systems & processes from Montreal, the Pune GDC was to deliver

24 x 7 resolution of trouble tickets

- Complaint tickets opened by GCSC
- Transport trouble tickets dispatched by the REGP Workload Manager

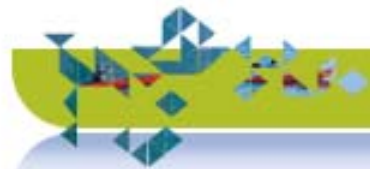
Site co-ordination for

- Internal team allocation & co-ordination
- Scheduled Change Management activities (real time) like normalization of cables

Interacting with other departments like

- Global Technical Assistance Center (GTAC) for equipment related issues
- GTAC, Stations, Provisioning ,Cable Group wherever needed as a part of the complaint handling
- GTAC for restoration activities

Achieve SLA targets and strive to improve on them



Scale of the Project

The Network

- **Network Overview**

- **MEDIA**

- Satellites
- Antennas
- Subsea cables
- Terrestrial Facilities

- **VASTNESS OF NW**

- 355 Nodes approx
- 35 Different types of Transmission Equipment
- Association with around 1000 carriers

The Technologies

- **SDH/SONET Advantages**

- SDH/SONET vs PDH

- **SDH/SONET Technology**

- Muxing Structure
- SDH vs SONET framing
- Concatenation
- Overhead
- Transparency

- **Network Access**

- Terminal Mux
- Add/Drop Mux
- Cross-Connect

- **Network Protection**

- Linear Protection
- Path Protection
- Line Protection

The Equipments

- **Long Haul DWDM**

- Wavelength 1600G

- **Metro DWDM**

- Nortel Metro
- Ciena Multiwave Metro

- **Terminal-Add/Drop Mux**

- S/DMS48
- Cisco/Cerent 15454
- TN-16X
- TN-4X
- Marconi MAS

- **Cross-Connects**

- Connect-DX
- S/DMS192
- MSH86/83/80
- MCN7000
- ECI T::DAX
- Turin Traverse/TA-200

Challenges

Taking over the responsibilities
of handling potential customers in the new
geographic terrains

Training team members with the new
technology, practices and processes from
Montreal

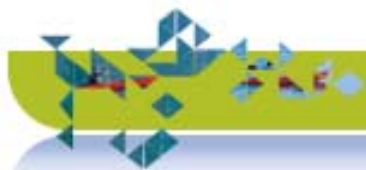
Hiring / Induction of team members
with requisite skill sets in Pune



Challenges

Supporting customers across
the world 24X7

Gaining cost and operational efficiencies while
maintaining all quality parameters



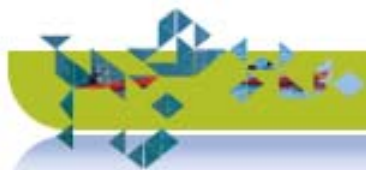
Approach

Recruitment and Training

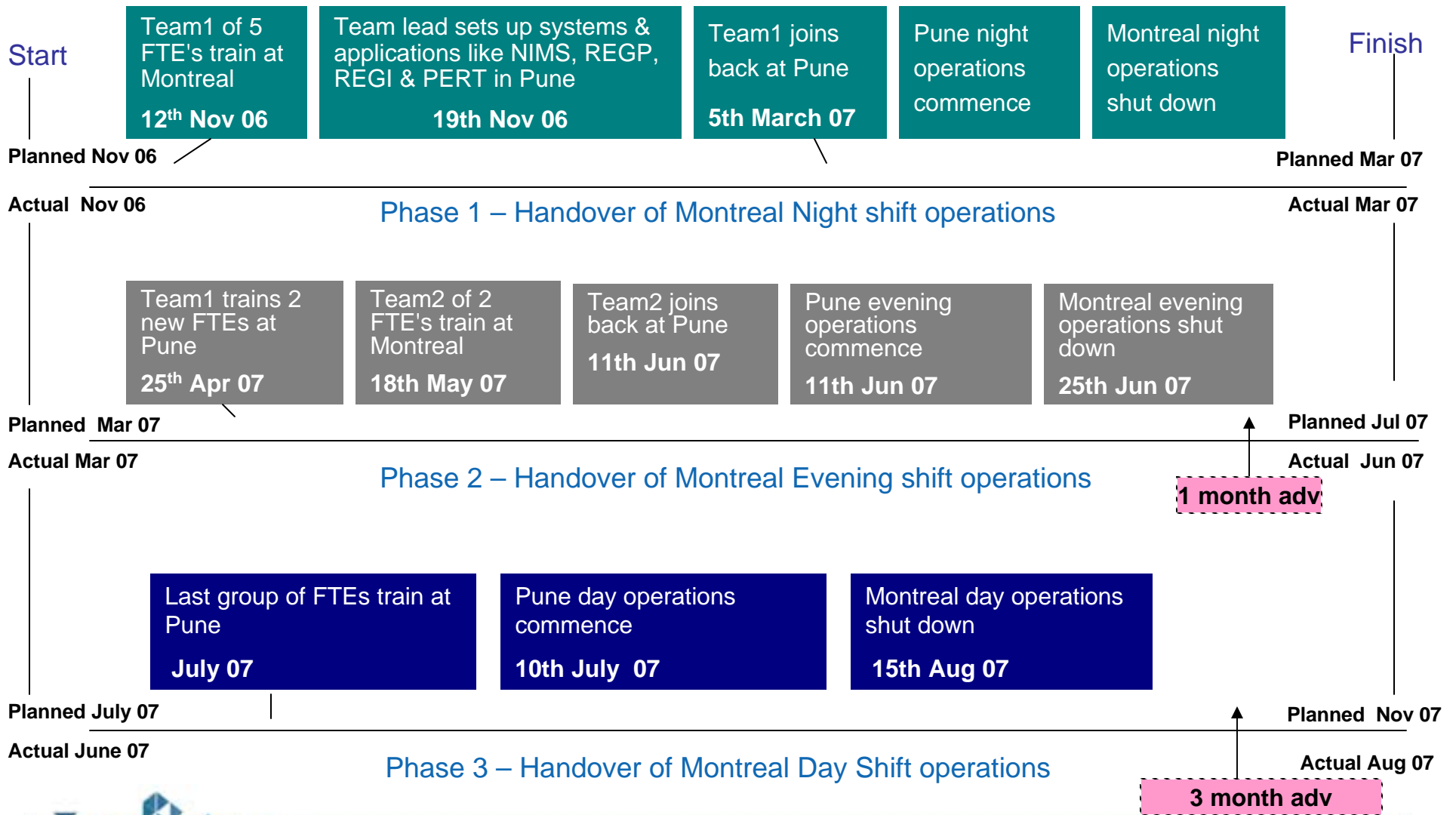
- A hand picked team of professionals was sent to Montreal to understand the working of GNMC and gather knowledge to manage the working from Pune
- This team trained with the Global Technical Assistance Centre (GTAC) Montreal trainers in order to understand, document, and map the processes to be transitioned

Planned phase-wise transition

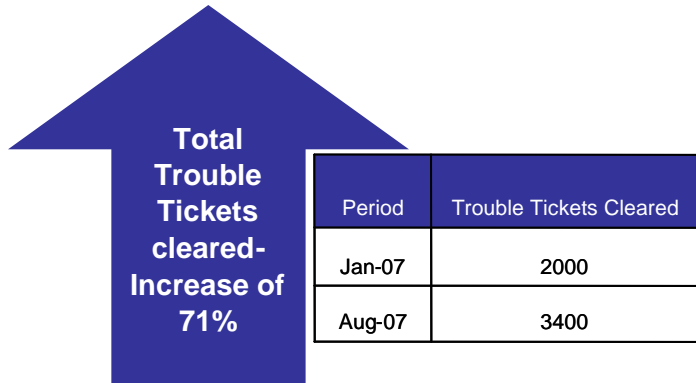
- Phase 1 – Handover of Montreal night shift operation
- Phase 2 – Handover of Montreal evening shift operations
- Phase 3 – Handover of Montreal day shift operations



Implementation



Benefits

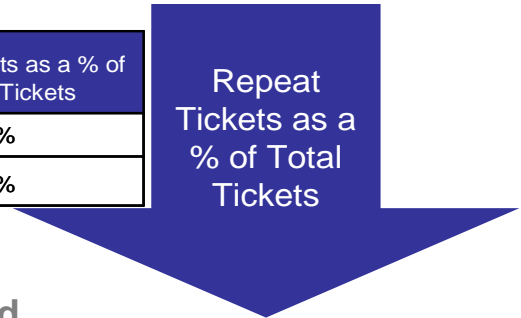


- **Teleglobe acquisition fallout:**
 - Resource constraint
 - TT backlog accumulation
- **Post transition - TCTS improves clearing %**



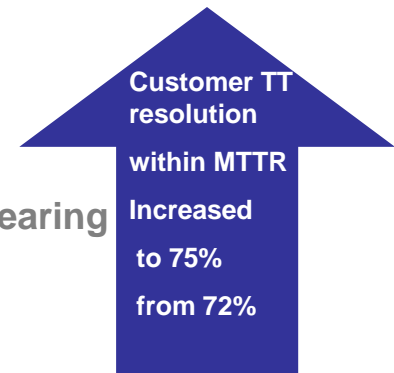
- SLA parameters were maintained / further improved upon
- Transition completed 4 months ahead of schedule
- “Train the trainer” model helped in training 50% of the team members in India. Hence saving training costs

Period	Repeat Tickets as a % of Total Tickets
Oct-06	18%
Jul-07	11%



Improved quality of operations led to reduced repeat TTs.

Improved processes led to efficient TT clearing



Conclusion

- Migrate and operate Teleglobe's GNMC from Montreal to TCTS's GDC in Pune, India

**Recruitment
and Training
of Manpower**



**Phase-wise
transition of
Montreal
operations**



Repeat tickets decline

**Process efficiency
increase**

SLA targets met

Training costs reduced

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Thank You

